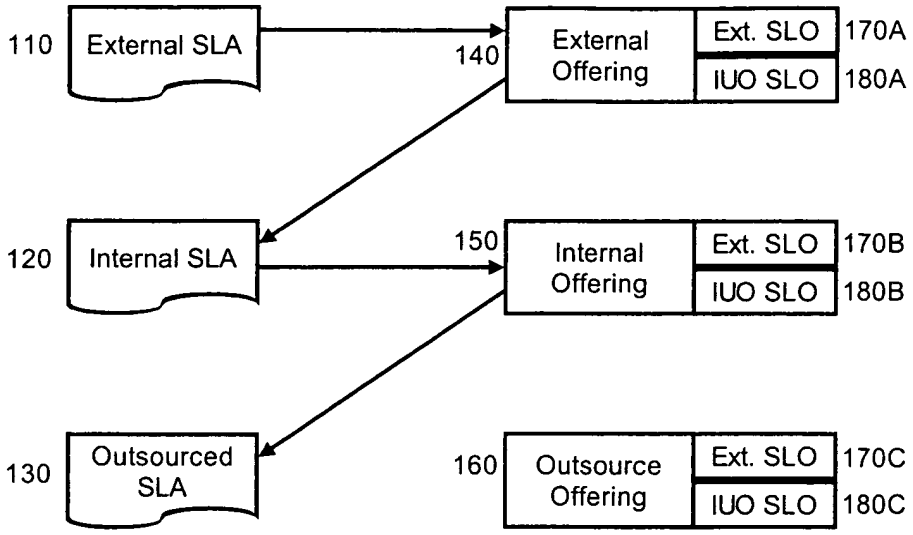
110
External SLA
140
External Offering
Ext. SLO
IUO SLO
170A
180A
120
Internal SLA
150
Internal Offering
Ext. SLO
IUO SLO
170B
180B
130
Outsourced SLA
160
Outsource Offering
Ext. SLO
IUO SLO
170C
180C

FIG. 1

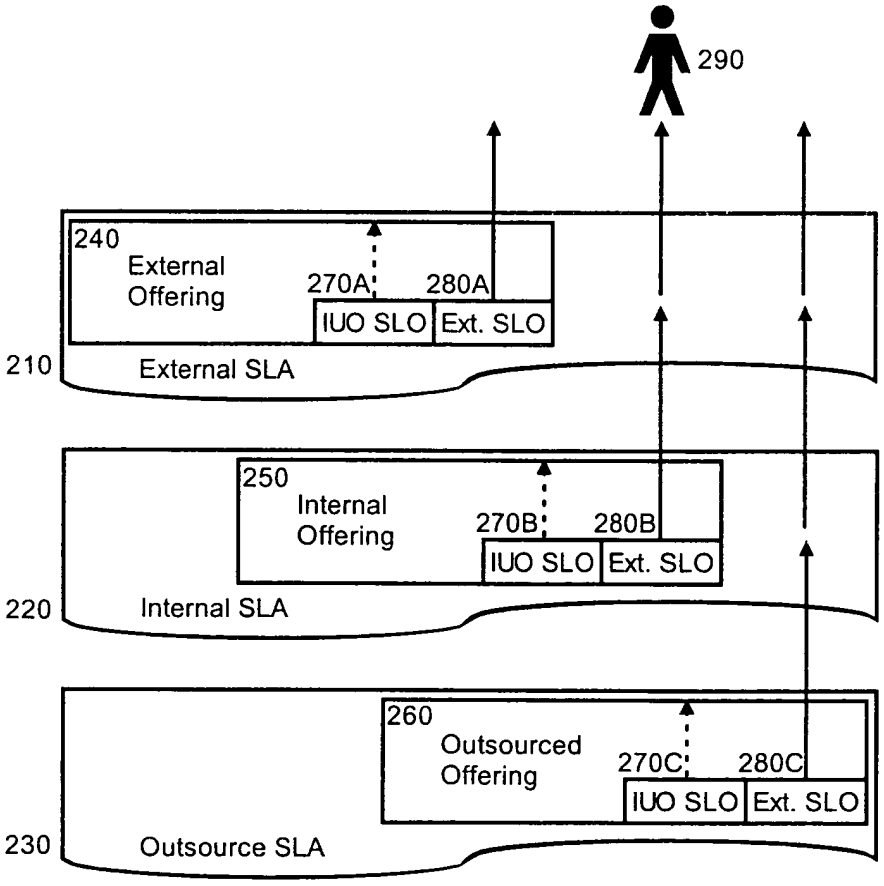
290
240
External Offering
270A
280A
IUO SLO
Ext. SLO
210
External SLA
250
Internal Offering
270B
280B
IUO SLO
Ext. SLO
220
Internal SLA
260
Outsourced Offering
270C
280C
IUO SLO
Ext. SLO
230
Outsource SLA

FIG. 2

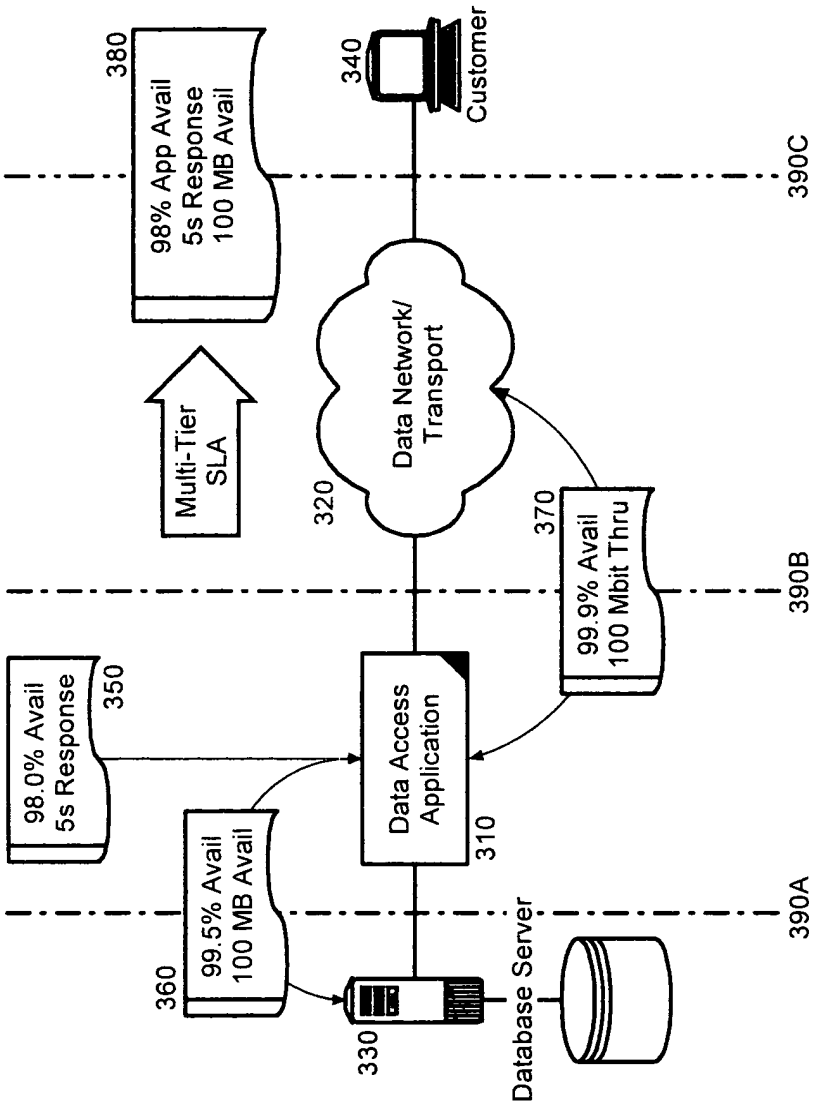
380
98% App Avail
5s Response
100 MB Avail
340
Customer
390C
Multi-Tier
SLA
320
Data Network/
Transport
370
99.9% Avail
100 Mbit Thru
390B
98.0% Avail
5s Response
350
Data Access
Application
310
360
99.5% Avail
100 MB Avail
330
Database Server
390A

FIG. 3